

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits and the Card. This is Malcolm. How can I help you? How you doing, Mr. Malcolm? I actually got a call maybe 20 minutes ago from a young lady and I told her I was a little busy so I had to tell her I was gonna call her back in five or 10 minutes because I had a lot of stuff going on real quick. And I was trying to get back to her what this call was pertaining to. Which one do you need help with? Um, I didn't really get a chance to figure out. She just told me what y'all, what it was was the benefit on the card and she didn't, I didn't get time to, to, to pick no plans or nothing like that. I don't know what's going on. I just called back because I just told her I was going to call back. So were you wanting to get enrolled into the health insurance offered through your staffing company? Yes, sir. It did sound like that's what she was saying right there, yes. What, what staffing company do you work for? Uh, staff at HSS. So the last four of your Social? 9502. First name? Justin. You said Justin? Uh-huh. Last name? Alexander. All right. For security purposes, can you verify your address and date of birth for me? Okay. My birth date is August 28, 1993. My address is 2517 Mason Street, New Orleans, Louisiana 70117. Yeah. So we got your phone number, 504-447-0505. That's correct. And your email is Typh- It's, it's... Yeah, it's basically- ... Xx1993. Yeah, that's basically Typhoon, but I just put two Xs for the Os. Okay. Yeah, Typhoon 1993. All right. So it looks like with your enrollment form, with HSS you selected both Stay Healthy Plans and you're only eligible to pick one. So we're gonna... That's what they're calling for to see which one you want to get enrolled into. Okay, which is the best one for me to pick to stay? So I wouldn't be... Unfortunately, I wouldn't be able to make any recommendations. Mm-hmm. But with the, with the Stay Healthy MEC TeleRx, that one is preventative care only and that includes the free Rx. With the Stay Healthy MEC Enhanced, it's a combination of the preventative care with the VIP standard plan. All right. So, um, to be honest with you, I'll just get the VIP plan. It seems like that would be the best one to have. So you don't need the preventative care? Isn't the preventive care, isn't that with the VIP also or no? No, sir. So the, the- Oh, yeah. Well, then- ... VIP standard does not- Yeah, but that, that's... I'm sorry. I misread it then. I misheard it then. That's why I go with the first one then. I thought it was- So you want to- I thought everything was... So, yeah, I'll do the first one. All right. So you want the MEC Enhanced or you want the MEC TeleRx with the free Rx? Because the, the free Rx, the TeleRx gets you preventative care with the free Rx. The MEC Enhanced is the preventative care with the VIP standard. Okay, yeah. I want the, the, the regular one, not with the VIP. I'm sorry. So you want the regular one without the, just the preventative care? You don't want the VIP attached to it? Yeah, so that's cool. Yep. All right. Well, that's all we needed from you. It looks like you wanted the dental and, uh, virtual primary care? Uh-huh. So do, well, did you still want those plans? Yes, sir. All right. Well, that be it, Mr. Alexander. Was there anything else I can help you with today? No, that was it. I was, um,

I'm happy that y'all did call me back because I do re-... I, I definitely remember, um, what was going on now. I definitely do. So yes, sir, um, uh, mostly that's all I really needed help with. And I appreciate you accepting my call and helping me out today, man. No problem, Mr. Justin. If there's nothing else, thanks for calling Benefits and the Card. I hope you have a great rest of the week, man. Okay. You too also, you know? Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Benefits and the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: How you doing, Mr. Malcolm? I actually got a call maybe 20 minutes ago from a young lady and I told her I was a little busy so I had to tell her I was gonna call her back in five or 10 minutes because I had a lot of stuff going on real quick. And I was trying to get back to her what this call was pertaining to.

Speaker speaker\_1: Which one do you need help with?

Speaker speaker\_2: Um, I didn't really get a chance to figure out. She just told me what y'all, what it was was the benefit on the card and she didn't, I didn't get time to, to, to pick no plans or nothing like that. I don't know what's going on. I just called back because I just told her I was going to call back.

Speaker speaker\_1: So were you wanting to get enrolled into the health insurance offered through your staffing company?

Speaker speaker\_2: Yes, sir. It did sound like that's what she was saying right there, yes.

Speaker speaker\_1: What, what staffing company do you work for?

Speaker speaker\_2: Uh, staff at HSS.

Speaker speaker\_1: So the last four of your Social?

Speaker speaker\_2: 9502.

Speaker speaker\_1: First name?

Speaker speaker\_2: Justin.

Speaker speaker\_1: You said Justin?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Alexander.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Okay. My birth date is August 28, 1993. My address is 2517 Mason Street, New Orleans, Louisiana 70117.

Speaker speaker\_1: Yeah. So we got your phone number, 504-447-0505.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And your email is Typh-

Speaker speaker\_2: It's, it's... Yeah, it's basically-

Speaker speaker\_1: ... Xx1993.

Speaker speaker\_2: Yeah, that's basically Typhoon, but I just put two Xs for the Os.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah, Typhoon 1993.

Speaker speaker\_1: All right. So it looks like with your enrollment form, with HSS you selected both Stay Healthy Plans and you're only eligible to pick one. So we're gonna... That's what they're calling for to see which one you want to get enrolled into.

Speaker speaker\_2: Okay, which is the best one for me to pick to stay?

Speaker speaker\_1: So I wouldn't be... Unfortunately, I wouldn't be able to make any recommendations.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But with the, with the Stay Healthy MEC TeleRx, that one is preventative care only and that includes the free Rx. With the Stay Healthy MEC Enhanced, it's a combination of the preventative care with the VIP standard plan.

Speaker speaker\_2: All right. So, um, to be honest with you, I'll just get the VIP plan. It seems like that would be the best one to have.

Speaker speaker\_1: So you don't need the preventative care?

Speaker speaker\_2: Isn't the preventive care, isn't that with the VIP also or no?

Speaker speaker\_1: No, sir. So the, the-

Speaker speaker\_2: Oh, yeah. Well, then-

Speaker speaker\_1: ... VIP standard does not-

Speaker speaker\_2: Yeah, but that, that's... I'm sorry. I misread it then. I misheard it then. That's why I go with the first one then. I thought it was-

Speaker speaker\_1: So you want to-

Speaker speaker\_2: I thought everything was... So, yeah, I'll do the first one.

Speaker speaker\_1: All right. So you want the MEC Enhanced or you want the MEC TeleRx with the free Rx? Because the, the free Rx, the TeleRx gets you preventative care with the free Rx. The MEC Enhanced is the preventative care with the VIP standard.

Speaker speaker\_2: Okay, yeah. I want the, the, the regular one, not with the VIP. I'm sorry.

Speaker speaker\_1: So you want the regular one without the, just the preventative care? You don't want the VIP attached to it?

Speaker speaker\_2: Yeah, so that's cool. Yep.

Speaker speaker\_1: All right. Well, that's all we needed from you. It looks like you wanted the dental and, uh, virtual primary care?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So do, well, did you still want those plans?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Well, that be it, Mr. Alexander. Was there anything else I can help you with today?

Speaker speaker\_2: No, that was it. I was, um, I'm happy that y'all did call me back because I do re-... I, I definitely remember, um, what was going on now. I definitely do. So yes, sir, um, uh, mostly that's all I really needed help with. And I appreciate you accepting my call and helping me out today, man.

Speaker speaker\_1: No problem, Mr. Justin. If there's nothing else, thanks for calling Benefits and the Card. I hope you have a great rest of the week, man.

Speaker speaker\_2: Okay. You too also, you know?

Speaker speaker\_1: Thank you.